**Job Profile**

Job Title: Operations Volunteering Experience Coordinator

Directorate: Operations

Reports To: Operations Volunteering Experience Supervisor

Matrix Reporting To: None

Disclosure Check Level: None

Date created/last reviewed: 23/07/2024

## Overall Role Purpose

The Operations Volunteering Experience Coordinator (OVEC) helps people with sight loss to live the life they choose by ensuring volunteers in Operations-based roles are set up for success and have a positive volunteering experience. This role will ensure they are prepared and trained for their role and once in role they will support volunteers to have a positive, engaging experience, working to retain and further utilise and develop our volunteers in their role and wider into the Guide Dog family and community. Without our volunteers, none of our services would be possible.

## Key Responsibilities

* Coordinate and oversee the flow of volunteers coming into Operations across the range of Guide Dogs’ canine, children and adults' services ensuring these critical functions are resourced with volunteers accordingly in line with local and national plans.
* Work closely with service and volunteering colleagues to ensure suitable and sustainable plans for volunteering programmes are in place, including oversight of key performance indicators (KPIs) required to enable operational volunteers to successfully become a volunteer to support service activities. This would include scoping new volunteer opportunities that could support the growth of operational services, supporting any coordination needs for making these viable e.g. contribute to role descriptions and suitable pathways for these critical volunteers in their function.
* Provide information as requested to colleagues that enables every part of the volunteer journey be successful.
* Inform and provide advice and guidance on production of advertising campaigns required to attract potential volunteer opportunities in Operations.
* Work with potential volunteers for operational roles ensuring they have a positive and timely experience.
* Work closely with Operations colleagues, especially in the Guide Dog Service to ensure dog flow remains smooth by ensuring they have the volunteers they need when they need them.
* Provide relevant information and progress volunteers through the journey. This could include: conducting interviews, coordinating & fulfilling in-person or virtual checks, chasing outstanding documents/actions, coordinating & fulfilling training needs, resolving issues, and preparing the volunteer for their critical role.
* Coordinate and plan with service colleagues for essential technical training inputs and opportunities for continuous training/learning to enable volunteers to be successful in role.
* Coordinate and facilitate face-to-face and virtual induction sessions for new volunteers, as required in your teams.
* Responsible for ensuring that databases are kept up to date with accurate information and data, including the volunteer’s current status.
* Monitor and evaluate the volunteer journey in relation to becoming a volunteer. Using feedback, data and insight, identify areas for improvement, actioning local changes & work collaboratively with colleagues to make this possible.
* Use data and insight to maintain compliance and best practice whilst continually improving the volunteering experience for volunteers in the Operations department
* Responsible for managing volunteer programmes to support you and your local team. This may involve providing active volunteer management to certain roles such as drivers for Operations-based remits.
* Lead and champion award and recognition of volunteers working with Fundraising and Volunteering colleagues, including the organisation of recognition events, for example the Local Volunteer Awards and People Awards. Advise and support your local team to fulfil their responsibilities for data management in relation to volunteering.
* Provide regular communication and engagement opportunities for active and awaiting volunteers, resolving, or seeking the necessary support they need to get resolution for any issues they face.
* Provide routine supervision for volunteers in Operations, following all necessary compliance procedures in place dependent on volunteer role.
* Support the Operations Volunteering Lead with advice and expertise for volunteering policies and procedures to ensure the volunteers have the best journey once onboarded.
* Ensure that Guide Dogs’ Equality and Diversity Policy is implemented and reflected in all aspects of volunteer involvement.

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: Up to 8

Number of Volunteers Supervised indirectly: 200 – 250.

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: None

**Application of this Job Profile**

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

**Working at Guide Dogs**

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs and companion dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will be expected to advocate for Guide Dogs at all times and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all of our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

**Person Specification**

## Education/Qualifications

#### Essential

* Educated to GCSE grade C or above in Maths and English or equivalent qualification.

#### Desirable

* Relevant qualification in volunteer management or equivalent.

## Job-Related Experience

#### Essential

* Experience of managing and supporting volunteers.
* Experience of implementing new working practices within a team.
* Proven experience of supporting and advising others on best practice and procedure.

#### Desirable

* Experience of creating an inclusive work environment for people with a disability.
* Facilitation and/or training skills.
* Personal experience of volunteering.
* Experience with Salesforce CRM database

## Knowledge

#### Essential

* An understanding of good practice in volunteer management.
* Demonstrable and up to date knowledge of good practice in equality, diversity and inclusion. Demonstrable and up to date knowledge of GDPR and use of Customer Relationship Management systems.
* Relevant and up to date knowledge of safeguarding principles.

## Skills and Competencies

#### Essential

* Effective at building strong working relationships.
* Organised, efficient and with strong attention to detail.
* Proven ability to time manage effectively, whilst, maintaining excellent customer service.
* Proven ability to plan and implement projects and programmes of work.
* Demonstrable ability to problem solve and advise with complaints.
* Computer literate with an intermediate knowledge of Microsoft Office packages.
* Experienced with CRM database use including navigation, inputting, report building and analytics.

#### Desirable

* Demonstrable negotiating and influencing skills.
* Proven experience of working in a large or geographically dispersed organisation.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

**Safeguarding**

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

Office based at nominated site with regular travel throughout the assigned area. Occasional travel outside geographic area to attend national meetings where overnight stay may be necessary.

A flexible approach with a willingness to work outside of core hours and away from home when required.

## Job Group (internal use only)

This role has been evaluated as a Support Provider, [please follow this link](https://guidedogs.sharepoint.com/%3Aw%3A/g/Eekm-hoJMeVJm56OXhJwVdIBfYfn-ntTFX815dzK-eX_Rw?e=lYRhXb) to view the salary band.